

# Service Area Plan

## Department of Social Services

### Domestic Violence Services (46803)

## Service Area Background Information

### Service Area Description

The Office of Family Violence works to provide crisis and support services to victims of domestic violence and their children across the state. Federal and state funds support direct services to families, the operation of the Virginia Family Violence and Sexual Assault Hotline, data collection, training and technical assistance.

### Service Area Alignment to Missio

Addressing the needs of victims and children affected by domestic violence is closely aligned with the mission of the Department of Social Services.

### Service Area Statutory Authority

Code of Virginia 63.2-1611 - 1615

Authorizes the Department of Social Services to coordinate state domestic violence efforts and requires the Department to (i) support, strengthen, evaluate, and monitor community-based domestic violence programs funded by the Department and act as the administrator for state grant funds and the disbursement of federal funds, (ii) collaborate with the Statewide Domestic Violence Coalition in developing and implementing community-based programs to respond to and prevent domestic violence, (iii) establish minimum standards of training and provide educational programs to train workers in the fields of child and adult protective services in local departments and community-based domestic violence programs funded by the Department to identify domestic violence and provide effective referrals for appropriate services, (iv) work with the Statewide Domestic Violence Coalition to implement methods to preserve the confidentiality of all domestic violence services records, (v) work collaboratively with the Statewide Domestic Violence Coalition to operate the Virginia Family Violence and Sexual Assault 24-hour toll-free hotline and the Statewide Domestic Violence Database (Vadata), and (vi) promote interagency collaboration and cooperation to facilitate the appropriate response to victims of domestic violence.

### Service Area Customer Base

Customer(s)	Served	Potential
Businesses (served unknown; potential unlimited)	0	0
Children and families (potential unlimited)	11,967	0
Community Action Agencies	3	26
Employees	100	800
Faith Based Organizations (served unknown; potential unlimited)	0	0
General Public (served unknown; potential unlimited)	0	0
Grant funded domestic violence programs	47	75
Local Departments of Social Services	5	120
Low income individuals and families (served unknown; potential unlimited)	0	0
Non-profits	40	100
Victims seeking shelter	4,012	5,762
Vulnerable adults (served unknown; potential unlimited)	0	0

### Anticipated Changes In Service Area Customer Bas

As the work of this new Office expands, the number of local DSS agencies responding directly to the needs of victims of domestic violence will grow. With potential new policies requiring a screening for domestic violence, a simultaneous growth in the numbers of victims identified and subsequently referred to the local domestic violence program will also occur.

Planned public awareness efforts will reach out to businesses, faith based organizations and the general population.

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#### **Service Area Partners**

**Local Departments of Social Services**

**Local domestic violence programs**

**State agencies**

**Virginia Institute for Social Services Training Activities (VISSTA)**

**Virginia Sexual and Domestic Violence Action Alliance (Statewide domestic violence coalition)**

#### **Service Area Products and Services**

- Support of organizations serving communities
- Services to promote family stability
- Services to protect vulnerable adults
- Services that promote sufficiency
- Services to protect children
- Shelter and safety for victims of domestic violence and children
- Service to promote safe and healthy relationships
- Training for dv programs, local DSS, other professionals and the general public
- Data collection through the use of Vadata
- Technical Assistance to local domestic violence programs
- Technical Assistance to local DSS agencies

#### **Factors Impacting Service Area Products and Services**

Finite limitations, such as the number of shelter beds available in the state, dictate the current capacity. Likewise, funding limitations restrict the services available.

#### **Anticipated Changes To Service Area Products and Service**

Due to the new formation of the Office of Family Violence and the legislative changes in 2005, an increase in the level of technical assistance to local DSS agencies is expected.

A collaborative federal grant is being written to the Department of Health and Human Services to enhance services to children and youth who have been exposed to domestic violence. If the grant is successful, there will be a statewide emphasis placed on services to these children.

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**Service Area Financial Summary**

Funding for Domestic Violence Services comes from general funds (2.8%) and federal funds (97.2%). The federal funds come from Victims of Crime Act (VOCA), TANF, Social Services Block Grant (SSBG), and Family Violence and Prevention Services grants.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
<b>Base Budget</b>	\$233,422	\$7,953,576	\$233,422	\$7,953,576
<b>Changes To Base</b>	\$0	\$0	\$0	\$0
<b>SERVICE AREA TOTAL</b>	<b>\$233,422</b>	<b>\$7,953,576</b>	<b>\$233,422</b>	<b>\$7,953,576</b>

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## Service Area Objectives, Measures, and Strategies

### Objective 46803.01

***To respond to the needs of the local departments of social services regarding improved identification of and services to victims of domestic violence***

Families impacted by domestic violence are prevalent throughout the social services system, including CPS, AS, Foster Care, Benefits, Adoption, View and DCSE. The effects of children witnessing domestic violence in their home can be devastating and is often accompanied by child abuse or neglect. The need for services for victims and children is growing in Virginia. Until there is success in ending domestic violence, local services providers must work together, collaborating to meet the multiple needs of the clients with an emphasis on their safety.

#### **This Objective Supports the Following Agency Goals:**

- Enhance the independence, well-being and personal responsibility of customers  
(The provision of services to victims of domestic violence who are otherwise needing services from local DSS is fundamentally aligned to Goal 1 of the strategic plan.)

#### **This Objective Has The Following Measure(s):**

- **Measure 46803.01.01**

***Families seeking benefits who are screened for domestic violence.***

**Measure Type:** Output

**Measure Frequency:** Quarterly

**Measure Baseline:** New measure, baseline data not available. Baseline will be established using FY06 data.

**Measure Target:** Specific target will be determined once baseline is established.

**Measure Source and Calculation:**

There is no current source for this information, but it has been discussed in preparation for this specific measure.

#### **Objective 46803.01 Has the Following Strategies:**

- Provide additional training to local workers.
- Screen all Benefits clients for domestic violence.
- Refer clients impacted by domestic violence to their local domestic violence program and follow up by inquiring if they made contact.

### Objective 46803.02

***To fund and support local domestic violence programs for the provision of crisis and support services to victims and children statewide***

Domestic violence effects one in four women. Local domestic violence programs are often the only service providers prepared to offer safe shelter, crisis counseling and support to the victims of domestic violence and their children.

#### **This Objective Supports the Following Agency Goals:**

- Enhance the independence, well-being and personal responsibility of customers  
(Providing necessary services to families effected by domestic violence is aligned with the Mission Statement as well as goal one of the strategic plan.)

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#### **This Objective Has The Following Measure(s):**

- **Measure 46803.02.00**

*Percentage of domestic violence survivors who receive services are able to identify their safety plan.*

**Measure Type:** Outcome

**Measure Frequency:** Quarterly

**Measure Baseline:** 70%

**Measure Target:** Increase 1% per year.

**Measure Source and Calculation:**

VAdata (the DSS funded data collection system used statewide by domestic violence programs based on victim reports). Data is collected on an ongoing basis and is reported to DSS by each funded program. Aggregate data is collected at will by DSS.

- **Measure 46803.02.01**

*Percentage of funded programs that meet the certification standards of a domestic violence program*

**Measure Type:** Output

**Measure Frequency:** Annually

**Measure Baseline:** 64%

**Measure Target:** Increase 12% per year

**Measure Source and Calculation:**

Virginia Sexual And Domestic Violence Action Alliance

#### **Objective 46803.02 Has the Following Strategies:**

- Programs will be selected through an RFA process, monitoring will be done year round.
- Provide technical assistance and support to domestic violence programs to enhance their services.
- Develop and promote domestic violence trainings for domestic violence program staff.

#### **Objective 46803.03**

***To collaborate with statewide organizations regarding domestic violence related services, training, the statewide domestic violence hotline and data collection***

Addressing the needs of victims of domestic violence requires a comprehensive approach. VDSS alone will not be able to offer all of the services necessary for families to escape the cycle of violence. Working with other state agencies, both public and private, there will be a more holistic approach to meeting the clients' needs.

#### **This Objective Supports the Following Agency Goals:**

- Enhance the independence, well-being and personal responsibility of customers  
(Meeting the needs of those affected by domestic violence by responding on a statewide level is aligned with the mission of helping people triumph over poverty, abuse and neglect.)

#### **This Objective Has The Following Measure(s):**

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- **Measure 46803.03.01**

*New cooperative agreements developed to address services provided to domestic violence victims.*

**Measure Type:** Output

**Measure Frequency:** Quarterly

**Measure Baseline:** 0 (No recent agreements have been signed)

**Measure Target:** 5 cooperative agreements initiated or updated each year.

**Measure Source and Calculation:**

All cooperative agreements will be kept on file in the Division of Family Services.

- **Measure 46803.03.02**

*Local, regional, state trainings conducted in collaboration with VDSS related to domestic violence.*

**Measure Type:** Output

**Measure Frequency:** Quarterly

**Measure Baseline:** New measure, baseline data not available. Baseline will be established using FY06 data.

**Measure Target:** Specific target will be determined once baseline is established. (Projected to be: Increase 1% each year)

**Measure Source and Calculation:**

This data will be collected by hand, as it requires input from numerous agencies.

**Objective 46803.03 Has the Following Strategies:**

- Promote domestic violence trainings facilitated by VISSTA and the statewide domestic violence coalition.
- Collaborate with statewide agencies working with similar customers on issues related to domestic violence.
- Monitor the usability and the responsiveness of the data collection system and the hotline.